

# MEDICARE

## FRAUD REPORTING PROCESS

### *for Washington State Consumers*

- 1** . If fraud or abuse is suspected, contact the contractor. Your EOB (Explanation of Benefits) or MSN (Medicare Summary Notice) contains contact information for the contractor and/or the insurance company that processes the claim.)
- 2** . You will be asked for specific information (date of service, provider, service billed, specific allegation or question, etc.). Have the EOB or MSN and any other important documents handy when calling.
- 3** . If the Medicare contractor's customer service center cannot resolve the inquiry through some other explanation, your information will be forwarded to the contractor's fraud unit.
- 4** . Upon receiving the complaint, the contractor's fraud unit records date of your original call, and sends a letter to the beneficiary acknowledging receipt of the complaint. Complaints are prioritized and investigated in order of date received. (FYI: All beneficiary inquiries made to the Part B carrier are taken by the primary contractor, Noridian, based in Fargo, North Dakota; but fraud investigation functions are handled by Transamerica, a subcontractor located in Los Angeles, California.)
- 5** . The Medicare contractor will notify you of the outcome of the review or investigation, usually in writing. (FYI: If a case is referred to law enforcement for criminal investigation, it could be two or more years before an outcome is reached.)

### IF YOU NEED ASSISTANCE OR ADVOCACY...

Contact Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine at 1-800-397-4422. You will be referred to a SHIBA HelpLine volunteer in your area who can assist you with proper routing of your complaint.

# A Compilation of Fraud Resources

## **Part B Carrier**

(re: services provided by physicians, non-physician practitioners, ambulance companies, clinical labs)

Medicare Part B

(Noridian Mutual Insurance Company)

Attention: Fraud Unit

PO Box 6700, Fargo, ND 58108-6700

Phone: 800-444-4606

TTY: 888-552-9336

## **Durable Medical Equipment**

### **Regional Carrier (DMERC)**

(re: claims for medical equipment, prosthetics, orthotics)

CIGNA - Medicare/DMERC Region D

Attention: Medicare Fraud Unit

PO Box 690,

Nashville, TN 37202

Phone: 800-899-7095

TTY: 800-970-7494

## **Medicare Coordination of Benefits Contractor**

Medicare Secondary Payer and who pays first

Phone: 800-999-1118

TTY: 800-318-8782

## **Railroad Retirees**

### **(Part B services)**

Palmetto Government Benefits

Administrators

Phone: 800-833-4455

TTY: 877-566-3572

## **Part A Fiscal Intermediary**

(re: services by hospitals, skilled nursing facilities, community mental health centers, certified outpatient rehabilitation facilities, renal dialysis facilities)

Premiera Blue Cross Medicare

Phone: 877-602-7896

## **Regional Home Health Intermediary**

(re: services by home health agencies, hospices)

United Government Services

Phone: 877-602-7904

## **Quality of Care Issues**

Washington State Department of Health

Quality Assurance Commission

1112 SE Quince Street

P O Box 47890

Olympia, WA 98504-7890

(360) 236-4010 Information

PRO-West

10700 Meridian Ave N, Suite 100

Seattle, WA 98133-9075

Phone: 800-445-6941

TTY: 800-251-8890

## **National Toll-Free Fraud Hotline**

1-800-HHS-TIPS

(1-800-447-8477)

## **SHIBA (Statewide Health Insurance Benefits Advisors) HelpLine**

1-800-397-4422